

PHASE I
MEMORANDUM OF UNDERSTANDING
between
San Bernardino County Workforce Development Board
and
Workforce Innovation & Opportunity Act One-Stop Partners
for
San Bernardino County America's Job Center of California System

June 30, 2016 – June 30, 2019

This Memorandum of Understanding (MOU) is entered into on June 30, 2016, ("Execution Date") by and between the **Workforce Innovation & Opportunity Act One-Stop America's Job Centers of California Partners (AJCC Partners)** set forth in Exhibit "A," attached hereto and incorporated herein by this reference and **San Bernardino County Workforce Development Board (WDB)**, organized under the laws of the State of California, with its principal place of business at 290 North D Street, Suite 600, San Bernardino, CA 92415. The AJCC Partners and WDB are sometimes individually referred to as "Party" and collectively as "Parties."

RECITALS

WHEREAS, the WDB administers employment and training programs in San Bernardino County (County) in accordance with Workforce Innovation and Opportunity Act of 2014, (Public Law 113-128) (WIOA); and

WHEREAS, WIOA requires the WDB to ensure the creation and maintenance of a one-stop delivery system that enhances the range and quality of education and workforce development services that business and individual customers can access; and

WHEREAS, the one-stop delivery system must include at least one comprehensive physical center in each local area and a network of partners to make programs, service, and activities available; and

WHEREAS, the design of the WDB's one-stop delivery system must be developed and executed between Workforce Development Boards and required local one-stop partners to establish an agreement relating to the operation of the one-stop system; and

WHEREAS, WIOA mandates 13 one-stop partner programs, to be provided by 24 entities in the County; and

WHEREAS, the Parties desire to enter into this Phase I MOU, in accordance with the Workforce Services Directive No. WSD15-12 issued by the State Employment Development Department, to establish a cooperative working relationship between the WDB and the AJCC Partners, in accordance with WIOA, and to define their respective roles and responsibilities in achieving the policy objectives established by the State in the California Workforce Development Board Strategic Plan.

NOW, THEREFORE, IT IS MUTUALLY AGREED AS FOLLOWS:

AGREEMENT

I. Purpose of MOU

A. Preamble/Overall Purpose

WIOA requires that a memorandum of understanding be developed and executed between workforce development boards and required local one-stop partners to establish an agreement relating to the operation of the one-stop system.

California's one-stop delivery system, the AJCC, is a locally-driven system which develops partnerships and provides programs and services to achieve three main policy objectives established by the California Workforce Development Board Strategic Plan:

- Foster demand-driven skills attainment
- Enable upward mobility for all Californians
- Align, coordinate, and integrate programs and services

These objectives are accomplished by ensuring access to high-quality AJCCs that provide the full range of services available in the community for all customers seeking to:

- Find a job
- Build basic educational or occupational skills
- Earn a postsecondary certificate or degree
- Obtain guidance on how to make career choices
- Identify and hire skilled workers

To that end, the purpose of this MOU is to establish a cooperative working relationship between the WDB and the required AJCC Partners and to define their respective roles and responsibilities in achieving the policy objectives. This MOU also serves to establish the framework for providing a unified service delivery system to employers, employees, job seekers, and others needing workforce services.

B. Local Vision Statement, Mission Statement, and Goals

The WDB is charged with addressing major workforce issues in the County. The WDB's role is to convene appropriate parties around these issues, create dialogue among relevant parties, generate creative, innovative solutions through consensus, and to enlist community commitments to action in order to achieve a competitive advantage. Acting to facilitate this approach, the WDB is engaging other community leaders in carefully crafting strategies to identify and build these competitive advantages throughout the County.

1. Vision Statement

Pooled experiences, resources, expertise and commitment have created a customer-driven AJCC system in the County. With one voice, the County's AJCC system (AJCC System) represents the County's most efficient and effective approach for unleashing the potential in people. As "one," the AJCC System is a force multiplier and its range of services provide full access within the County. The AJCC System provides its customers with the knowledge and confidence that an improved future is within their reach, which in turn assures the AJCC System of its success.

2. Mission Statement

The AJCC System is an integrated system of service providers aligned with the common passion of bringing their collective client base the means to improve their health and financial well-being through employment.

3. AJCC System Goals

- a) Increase the employment, retention, and earnings of shared customers in high growth industry sectors and in-demand occupations that create county-wide prosperity.
- b) Increase the number of shared customers who receive industry-recognized postsecondary credentials.
- c) Support AJCC System alignment, service integration, coordination and continuous quality improvement using data to support evidence-based decision-making.
- d) Ensure multiple access points to the AJCC System particularly for those with barriers to employment.
- e) Support the continued collaboration between business, industry and the AJCC system to align programs and services with business and industry needs.

4. AJCC System Values

Accessibility: The AJCC Partners are committed to increasing access to and opportunities for the employment, education, training and support services for all customers.

Accountability: The AJCC Partners accept individual responsibility for the quality of service provided and the overall success of the AJCC system.

Customer-Centered: The AJCC Partners are dedicated to providing services that are specifically tailored to individual customer needs.

Collaboration: The AJCC Partners are committed to work together to align, integrate, and coordinate the delivery of AJCC system services.

Excellence: The AJCC Partners are committed to providing high-quality, excellent service to all customers through continuous quality improvement.

Innovation: The AJCC Partners are committed to developing innovative and promising practices to facilitate the alignment, integration and coordination of AJCC System services.

Integrity: The AJCC Partners are committed to uphold the values of honesty, trust and transparency, while remaining fair and ethical in all situations.

Respect: The AJCC Partners are committed to treating all customers with care, understanding and courtesy.

Responsiveness: The AJCC Partners are committed to creating a flexible and responsive environment by consistently seeking feedback from customers and stakeholders to deliver high-quality services.

II. One-Stop System Services

The AJCC System design is comprised of partners who are committed to providing integrated services by connecting job seekers and businesses to the other centers through quality referrals. The AJCC Partners provide a vast array of services to improve the health and financial well-being of County residents as set forth in Exhibit “B,” attached hereto and incorporated herein. AJCC System career services will be provided by AJCC Partners as described below and per the attached AJCC Partner services chart (Exhibit “C”).

Strategically located throughout the County, the three America’s Job Centers of California are in the East Valley, West Valley and High Desert Regions. They provide a comprehensive array of services, helping job seekers build careers and helping businesses maintain employment.

East Valley AJCC 658 E. Brier Drive San Bernardino, CA 92408	West Valley AJCC 9650 Ninth Street Rancho Cucamonga, CA 91730	High Desert AJCC 17310 Bear Valley Road Victorville, CA 92395
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While the West Valley AJCC is the comprehensive center, the AJCC Partners are committed to connecting AJCC Partners to all Centers. AJCC Partners will provide access to the full range of WIOA services at the West Valley AJCC through the following methods:

- Co-location: Program staff physically present at the AJCC.
- Cross information sharing: Staff physically present at the AJCC are properly trained to provide information about all programs, services, and activities that may be available to the customer through other AJCC Partners.
- Direct access through real-time technology: Access through two-way communication and interaction between customers and AJCC Partners that result in services being provided using various methods, including but not limited to:

- Email or instant messaging;
- Identification of a single point of contact for service delivery at each system partner location; and
- Establishment of an internet portal linking all of the AJCC Partners.

The AJCC System customers include, but are not limited to, businesses and employers as well as individuals who are low income, unemployed, dislocated, ex-offenders, veterans, older adults, youth, Native American Indians, people with disabilities, homeless, recipients of public assistance, monolingual, English language learners, and underemployed.

Shared customers include, but are not limited to, businesses, employers, adult and youth job seekers, and underrepresented groups, such as: dislocated workers; Veterans; low-income and public assistance recipients; homeless people; Native American Indians; foster youth; disconnected youth; mature workers; people with disabilities; and re-entry individuals.

III. Responsibilities of AJCC Partners

It is understood through the development and implementation of this MOU that the AJCC System is stronger together. It is further acknowledged that the AJCC System, because it is driven by local needs, will evolve over time, as employer and individual customer needs change. In consideration of the mutual aims and desires of the WDB and AJCC Partners participating in this MOU, and in recognition of the public benefit to be derived from the effective implementation of the programs involved, the AJCC Partners agree that their respective responsibilities under this MOU will be as follows:

- Engaging in joint planning, plan development, and modification, that results in:
 - Continuous partnership building between all parties to this MOU;
 - Continuous planning responsive to regional, State, and Federal requirements;
 - Responsiveness to specific Statewide and regional economic conditions including employer needs; and
 - Adherence to common data collection and reporting needs as agency capacity/resources allow.
- Making services applicable to each system partner program available to customers through the one-stop delivery system.
- Participation in the operation of the one-stop system, consistent with the terms of the MOU and requirements of authorized laws.
- Participation in capacity building and staff development activities in order to ensure that all AJCC Partners and staff are adequately cross-trained.

IV. Funding of Services & Operating Costs

In compliance with WIOA Sec. 121(b)(1)(A)(ii), the Parties agree to share, as applicable, in the operating costs of the AJCC System, either in cash or through in-kind services. The cost of services, operating costs and infrastructure costs of the AJCC System will be funded by all AJCC Partners, as applicable under WIOA, through separately negotiated cost sharing agreements (Cost Sharing Agreements) based on a mutually agreed upon formula or plan. In-kind services will be further defined either in a Phase II MOU or separate MOUs between the AJCC Partner(s) and the WDB.

The AJCC Partners agree to negotiate with the WDB and implement final Cost Sharing Agreements by December 31, 2017 to be set forth in either a Phase II MOU or separate MOUs between the AJCC Partner(s) and the WDB.

V. Methods of Referring Customers

The AJCC Partners are committed to high quality customer service with a customer-centered design. Job seekers will be referred for appropriate services based on Exhibit "D".

The AJCC Partners are committed to future planning and development of various methods of referral using real-time technology which may include, but are not limited to, instant messaging, shared online portal, live chat, and a mobile application.

The AJCC Partners plan to develop a web-based system for referrals on which both on-site and off-site referrals will be tracked to and from any of the AJCC Partners recognized by the MOU. The AJCC Partners will manage referrals through cross-training of appropriate staff. The AJCC Partners will also provide access to each required AJCC Partner's program through cross-referrals, such as: physically co-locating at the center, being available for appointments to job seekers, and having appropriate technologies at the AJCC.

VI. Access for Individuals with Barriers to Employment

The AJCC System is committed to providing needed services to all job seekers, including individuals with barriers to employment.

WIOA defines an "individual with a barrier to employment" as a member of one or more of the following populations:

- Displaced homemakers
- Low-income individuals
- Indians, Alaska Natives, and Native Hawaiians, defined in Section 166 of WIOA
- Individuals with disabilities, including youth
- Older individuals
- Ex-offenders

- Homeless individuals
- Youth who are in or have aged out of foster care
- Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- Eligible migrant and seasonal farm workers as defined in Section 167(i) of WIOA
- Individuals within two years of exhausting lifetime eligibility under Part A of Title IV of the Social Security Act
- Single parents, including pregnant women
- Long-term unemployed individuals
- Other groups as the Governor involved determines to have barriers to employment

AJCC Partners shall ensure their policies, procedures, programs, and services are in compliance with the *Americans with Disabilities Act of 1990* and its amendments, in order to provide equal access to all customers with disabilities. The AJCC Partners agree to promote capacity building and professional development for staff in order to increase awareness and understanding of serving individuals with barriers to employment and individuals with disabilities.

WIOA requires the Title I Adult program to provide priority of service to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient. Veterans and eligible spouses shall also be provided priority of service among all eligible individuals, as long as they meet the WIOA Adult program eligibility criteria.

VII. Shared Technology, System Security, and Confidentiality

The AJCC Partners agree to comply with the applicable provisions of WIOA, California Welfare and Institutions Code, California Education Code, Federal Rehabilitation Act, Federal Family Educational Rights and Privacy Act, the Protection of Pupil Rights Amendment, and any other applicable statutes, regulations and requirements.

The AJCC Partners shall share information necessary for the administration of the program as allowed under confidentiality law and regulation. The AJCC Partners, therefore, agree to share client information necessary for the provision of services such as assessment, universal intake, program or training referral, job development or placement activities, and other services as needed for employment or program support purposes.

WIOA emphasizes technology as a critical tool for making all aspects of information exchange possible, including client tracking, common case management, reporting, and data collection.

To support the use of these tools, each AJCC Partner agrees to the following:

- The principles of common reporting and shared information through electronic mechanisms, including shared technology.

- Commit to share information to the greatest extent allowable under their governing legislation and confidentiality requirements.
- Maintain all records of the AJCC customers or AJCC Partners (e.g. applications, eligibility and referral records, or any other individual records related to services provided under this MOU) in the strictest confidence, and use them solely for purposes directly related to such services.
- Develop technological enhancements that allow interfaces of common information needs, as appropriate.
- Understand that system security provisions shall be agreed upon by all AJCC Partners.

AJCC Partners agree to assure that:

- Client information shall be shared solely for the purpose of enrollment, referral or provision of services. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies of the other parties.
- All applications and individual records related to services provided under this MOU, including eligibility for services and enrollment and referral, shall be confidential and shall not be open to examination for any purpose not directly connected with the delivery of such services.
- No person will publish, disclose, use, or permit, cause to be published, disclosed, or used, any confidential information pertaining to AJCC applicants, participants, or customers overall unless a specific release is voluntarily signed by the participant or customer.

VIII. Non-Discrimination and Equal Opportunity

The AJCC Partners shall not unlawfully discriminate, harass or allow harassment against any employee, applicant for employment or AJCC applicant due to gender, race, color, ancestry, religion, national origin, veteran status, physical disability, mental disability, medical condition(s), age, sexual orientation or marital status. The AJCC Partners agree to comply with the provisions of the Fair Employment and Housing Act (Government Code Section 12990) and related, applicable regulations.

The AJCC Partners will assure compliance with the Americans with Disabilities Act of 1990 and its amendments, which prohibits discrimination on the basis of disability, as well as other applicable regulations and guidelines issued pursuant to the Americans with Disabilities Act.

IX. Grievances and Complaints Procedure

AJCC Partners agree to establish and maintain a procedure for grievance and complaints as outlined in WIOA. The process for handling grievances and complaints is applicable to customers and AJCC Partners. These procedures will allow the customer or entity filing the complaint to exhaust every administrative level in receiving a fair and complete hearing and resolution of their grievance. The AJCC Partners further agree to communicate openly and directly to resolve any problems or disputes related to the provision of services in a cooperative manner and at the lowest level of intervention possible.

X. Americans with Disabilities Act and Amendments Compliance

The AJCC Partners agree to ensure that the policies and procedures as well as the programs and services provided at the AJCC are in compliance with the Americans with Disabilities Act and its amendments. Additionally, AJCC Partners agree to fully comply with the provisions of WIOA, Title VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, 29 CFR Part 37 and all other regulations implementing the aforementioned laws.

XI. Effective Date and Term of this MOU

This MOU shall be binding upon each Party hereto upon execution by such Party. The Term of this MOU shall be three years, commencing on the Execution Date set forth above. The MOU will be reviewed not less than once every three years to identify any substantial changes that have occurred and which could require amendment of the MOU pursuant to Section XII below.

XII. Modifications and Revisions

This MOU constitutes the entire agreement between the Parties and no oral understanding not incorporated herein shall be binding on any of the Parties hereto. This MOU may be modified, altered, or revised, as necessary, by mutual consent of the Parties, by the issuance of a written amendment, signed and dated by the Parties.

XIII. Termination

The Parties understand that implementation of the AJCC System is dependent on the good faith effort of every AJCC Partner to work together to improve services to the community. The Parties also agree that this is a project where different ways of working together and providing services are being tried. In the event that it becomes necessary for one or more parties to withdraw from this MOU, said entity shall provide the WDB with thirty (30) days advance written notice, addressed to the WDB to the address set forth in the introductory paragraph above. Such withdrawal shall not terminate this MOU, which shall continue to be effective and binding upon the remaining participating Parties.

XIV. Hold Harmless/Indemnification/Liability

In accordance with provisions of Section 895.4 of the California Government Code, each party hereby agrees to indemnify, defend and hold harmless all other parties identified in this MOU from and against any and all claims, demands, damages and costs arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant to this MOU. In addition, except for Departments of the State of California which cannot provide for indemnification of court costs and attorney's fees under the indemnification policy of the State of California, all other parties to this MOU agree to indemnify, defend and hold harmless each other from and against all court costs and attorney's fees arising out of or resulting from any acts or omissions which arise from the performance of the obligations by such indemnifying party pursuant

to this MOU. It is understood and agreed that all indemnity provided herein shall survive the termination of this MOU.

XV. Signatures

The signatures of the Parties affixed to this MOU affirm that they are duly authorized to commit and bind their respective departments and organizations to the terms and conditions set forth in this MOU.

XVI. Assignment

Except as otherwise provided in this MOU, the rights and duties of the AJCC Partners may not be assigned or delegated without the advance written consent of all the other AJCC Partners, and any attempt to assign or delegate such rights or duties in contravention of this section shall be null and void. This MOU shall inure to the benefit of and be binding upon the successors and assigns of the AJCC Partners hereto.

XVII. Execution in Parts or Counterparts

This MOU may be executed in parts or counterparts, each part or counterpart being an exact duplicate of all other parts or counterparts, and all parts or counterparts shall be considered as constituting one complete original and may be attached together when executed by the Party hereto. Facsimile or electronic signatures shall be binding.

XVIII. Notices

Notices authorized or required to be given pursuant to this MOU shall be in writing and shall be deemed to have been given when mailed, postage prepaid, or delivered during working hours to the addresses set forth for each of the Parties hereto on Exhibit "A" of this MOU, or to such other changed addresses communicated to the WDB and the AJCC Partners in writing.

XIX. Severability and Validity of MOU

Should the participation of any Party to this MOU, or any part, term or provision of this MOU be decided by the courts or the legislature to be illegal, in excess of that Party's authority, in conflict with any law of the State of California, or otherwise rendered unenforceable or ineffectual, the validity of the remaining portions, terms or provisions of this MOU shall not be affected thereby and each Party hereby agrees it would have entered into this MOU upon the same remaining terms as provided herein.

XX. Integration Clause

The foregoing constitutes the full and complete agreement of the Parties. This MOU supersedes all prior agreements and understandings, whether in writing or oral, related to the subject matter of this MOU that are not set forth in writing herein.

IN WITNESS WHEREOF, the Parties hereto, have caused their names to be affixed by their proper and respective officers as of the Execution Date.

[Signatures on Following Pages]

EXHIBIT "A"

AJCC PARTNERS

- WIOA Title I Adult, Dislocated Worker, and Youth
 - San Bernardino County Workforce Development Department
- WIOA Title II Adult Education and Literacy
 - Asian American Resource Center
 - Chaffey Joint Union High School District – Chaffey Adult School
 - El Sol Neighborhood Education Center
 - Fontana Unified School District – Fontana Adult School
 - Hesperia Unified School District – Hesperia Adult School
 - Redlands Unified School District – Redlands Adult School
 - San Bernardino City Unified School District - Inland Career Education Center
 - Jack L. Hill Lifelong Learning Center - San Bernardino Public Library
 - Yucaipa Calimesa Joint Unified School District – Yucaipa Adult School
- WIOA Title III Wagner-Peyser
 - State of California Employment Development Department
- WIOA Title IV Vocational Rehabilitation
 - State of California Department of Rehabilitation
- Carl Perkins Career and Technical Education
 - Chaffey College
 - San Bernardino Community College District (on behalf of Economic Development and Corporate Training, San Bernardino Valley College, and Crafton Hills College)
 - San Bernardino County Superintendent of Schools
 - Victor Valley College
- Title V Older Americans Act
 - San Bernardino County Department of Aging and Adult Services
- Job Corps
 - Inland Empire Job Corps
- Native American Programs
 - California Indian Manpower Consortium, Inc.
- Migrant Seasonal Farmworkers
 - Center for Employment Training
- Veterans
 - State of California Employment Development Department
- Youth Build
 - Riverside County Office of Education
- Trade Adjustment Assistance Act
 - State of California Employment Development Department
- Community Services Block Grant
 - Community Action Partnership of San Bernardino County
- Housing & Urban Development

- Housing Authority of the County of San Bernardino
- Unemployment Insurance
 - State of California Employment Development Department
- Temporary Assistance for Needy Families/CalWORKs
 - San Bernardino County Transitional Assistance Department

EXHIBIT "B"

AJCC PARTNERS SERVICES SUMMARY

Below is a brief description of the services each partner of the AJCC System provides.

- The **WIOA Title I** programs are offered through the San Bernardino County Workforce Development Department (WDD). Services provided to adults, dislocated workers and youth (ages 16-24) include, but are not limited to, orientation, WIOA eligibility and intake, individualized assessment, counseling, supportive services, internships, work experience, vocational training, and on the job training. Business services include, but are not limited to recruitments, job fairs, on the job training, lay-off aversion, and Rapid Response.
- The **WIOA Title II** Adult Education and Literacy programs are offered through a number of organizations in San Bernardino County. Services provided to individuals over the age of 18 include, but are not limited to, High School Equivalency (HSE/GED) Test Preparation, English as a Second Language (ESL), High School Diploma, After School Program, Citizenship, Career and Technical Education, Digital Literacy, Financial Aid Assistance, and Tutoring.
- The **WIOA Title III** Wagner-Peyser Act programs are offered through the State of California Employment Development Department. Services to individuals with the legal right to work in the United States include, but are not limited to, orientation, intake, Unemployment Insurance filing assistance, initial assessment, partner referrals, labor exchange/CalJOBS, workshops, typing certificates, California Training Benefits information, bonding assistance and networking clubs.
- The **WIOA Title IV** Vocational Rehabilitation programs are offered through the State of California Department of Rehabilitation. Services provided to individuals with disabilities include, but are not limited to, career assessment, counseling, pre-employment, employment preparation, training, transportation, job placement, and assistive technology.
- **Carl Perkins Career & Technical Education (CPCTE)** is offered through the community colleges and San Bernardino County Superintendent of Schools. Services include, but are not limited to, CTE programs (credit, non-credit, and not-for credit), Regional Occupation Program (ROP), customized not-for-credit training, and course articulation services and training.
- **Title V** Older Americans program is offered through San Bernardino County Department of Aging and Adult Services. Services provided to individuals age 55 and older include, but are not limited to, subsidized work experience/paid training, cash/material aid, community education, housing assistance, legal assistance, transportation, adult day care and senior center activities.
- **Job Corps** is the nation's largest residential vocational training and education program which is funded by the United States Department of Labor. It is offered through the Inland Empire Job Corps Center. It is of no cost to participants who are between the ages of 16-24 upon entry. Services include, but are not limited to, vocational training, high school diploma attainment, job readiness classes, social skills training, tutoring, recreational activities and peer mentoring.

- **Native American Programs** are offered through the California Indian Manpower Consortium, Inc. Services include, but are not limited to, assessment, job search and placement assistance, dropout prevention, work experience and youth services.
- **Migrant and Seasonal Farmworker** services are offered through the Center for Employment Training to individuals who have worked in the field and meet WIOA 167(i) eligibility requirements. Services include, but are not limited to, training in automotive specialist, green building construction, HVAC technology, machinist technology, welding fabrication, and truck driving.
- **Veterans** program is offered through the State of California Employment Development Department to veterans, eligible spouses and transitional service members. Services include, but are not limited to, outreach, veteran's service navigator assessments, veteran screening, referral to partners and supportive services.
- **Youth Build** programs are offered through the Riverside County Office of Education. Services include, but are not limited to, High School Diploma and high school equivalency programs, English as a Second Language, and short-term career technical education classes.
- **Trade Adjustment Assistance Act (TAA)** is offered through the State of California Employment Development Department. Services include, but are not limited to, TAA petitions, TAA orientations, and TAA Rapid Response presentations.
- **Community Services Block Grant** is offered through the Community Action Partnership of San Bernardino.
- **Housing & Urban Development** is offered through the San Bernardino Housing Authority. Services include, but are not limited to, subsidized rental housing, affordable housing and the housing choice voucher program.
- **Unemployment Insurance** is offered through the State of California Employment Development Department. Services include, but are not limited to, claim information, claim filing assistance and website navigation.
- **Temporary Assistance for Needy Families/CalWORKs** is offered through San Bernardino County Transitional Assistance Department. Services include, but are not limited to, CalWORKs, Welfare to Work, child-care assistance, CalFRESH, Medi-Cal and General Relief.

EXHIBIT “C”

AJCC PARTNERS SERVICES CHART

Career Services	Examples	WIOA	Other Programs
Basic Career Services			
Eligibility for Services	Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs	SBCWDD; WP; VETS; DOR;	NAP; OAA; MSFW; TANF; HUD; JC; YB;
Outreach	Website, social media, brochures, presentations	SBCWDD; EDD; VETS; DOR; AEFL	All partners
Intake	Complete eligibility paperwork	SBCWDD EDD	All partners
Orientation	Orientation to information and other services available through the one-stop delivery system	SBCWDD EDD	EDD; TAA; NAP; JC; AEFL
Initial Assessment	Assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities, skills gaps, and supportive service needs	SBCWDD	EDD; AEFL; CPCTE; NAP; DOR; JC; YB; TANF; OAA
Labor Exchange	Job search, job placement, and career counseling	SBCWDD; EDD; VETS; DOR; AEFL;	CPCTE; NAP; AEFL
Referrals to programs	Provision of referrals to and coordination of activities with other programs and services	All Partners	All partners
Labor Market information	Information relating to local, regional, and national labor market areas, including— job vacancy listings; information on job skills necessary to obtain vacant jobs; and info relating to local occupations in demand and requirements, and opportunities for advancement	EDD; SBCWDD	AEFL; TANF
Performance and Cost Information	Local area performance, training provider performance and cost information.	SBCWDD	AEFL
Supportive Services Information	Assistance and referrals for child care, transportation, health care, CalFresh, HUD, TANF, etc.	All partners	All partners

Career Services	Examples	WIOA	Other Programs
Basic Career Services			
Information on UI	UI claim filing assistance; phones Direct to UI; RESEA, PJSA, IAW	EDD; UI	AEFL
Financial Aid Information	Assistance in establishing eligibility for programs of financial aid assistance	AEFL; SBCWDD	CPCTE; AEFL; MSFW
Individualized Career Services		Partner	
Comprehensive assessment	Test for Adult Basic Education; Comprehensive Adult Student Assessment System in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals.	SBCWDD; VETS; AEFL; NAP; DOR; JC; EDD; MSFW	
Individual employment plan	Identify the employment goals, achievement objectives, and combination of services for the participant to achieve employment goals	SBCWDD; EDD; DOR; NAP; JC; TANF; MSFW; OAA	
Career planning, counseling	Coaching and counseling	SBCWDD; EDD; VETS; OAA; NAP; DOR; JC; CPCTE; AEFL; TANF; MSFW	
Short-term prevocational services	Job readiness; communication skills, interviewing skills, punctuality, personal maintenance skills, professional conduct	SBCWDD; EDD; VETS; NAP; DOR; JC; AEFL; CPCTE; YB; MSFW	
Internships and work experience	Internships and work experience linked to careers.	SBCWDD; OAA; NAP; JC; TANF; DOR; AEFL	
Workforce preparation activities	Basic academic skills, critical thinking skills, digital literacy skills, and self-management skills.	SBCWDD; EDD; VETS; DOR; AEFL; CPCTE; JC; NAP; YB; MSFW	
Financial Literacy	The ability to understand how money works.	SBCWDD; AEFL; HUD; MSFW; CSBG	
Out of area job search	Assist with out of area job search and relocation.	SBCWDD; JC; DOR; EDD	
English language acquisition	English language proficiency and integrated instruction and training programs.	AEFL; YB	
Follow-up Activities	Provide continued career counseling as needed for up to 12 months following the first day of employment.	SBCWDD; AEFL; JC	

Training Activities		Partner
Occupational skills / Vocational Training		SBCWDD; AEFL; CPCTE; JC; YB; NAP; TANF; MSFW; DOR
OJT/Subsidized Employment		SBCWDD; OAA; NAP; JC; TANF; DOR; AEFL
Transitional Jobs		DOR; TANF
Business Services	Examples	Partner
Customized recruitments/job fairs		SBCWDD; EDD; CPCTE; AEFL; DOR
HR Consultant Services	Business consultants	SBCWDD; EDD
Labor Market Information	Information relating to local, regional, and national labor market areas	SBCWDD; EDD; AEFL
Lay off Aversion	The strategies and activities that are designed to prevent, or minimize the duration of, unemployment.	SBCWDD; EDD; CPCTE
Incumbent Worker Training	Training employees to upgrade skill levels to prevent layoff or create promotional opportunities	SBCWDD; CPCTE; AEFL; DOR

Key

AEFL – Title II Adult Education and Literacy

CPCTE – Carl Perkins Career and Technical Education

CSBG – Community Services Block Grant

DOR – Department of Rehabilitation (Title IV Vocational Rehabilitation)

EDD – Employment Development Department (Title III Wagner-Peyser)

HUD – Housing & Urban Development

JC – Job Corps

MSFW – Migrant Seasonal Farmworkers

NAP – Native Americans Programs

OAA – Title V Older Americans Act

SBCWDD – San Bernardino County Workforce Development Department (Title I Adult, Dislocated Worker & Youth)

SC – Second Chance

TAAA – Trade Adjustment Assistance Act

TANF – Temporary Assistance for Needy Families/CalWORKs

UI – Unemployment Insurance

VETS – Veterans

YB – Youth Build

EXHIBIT "D"

AJCC SYSTEM METHODS OF REFERRAL

The San Bernardino County AJCC Partners are committed to high quality customer service with a customer-centered design. The AJCC Partners recognize referrals may be indicated at any point or stage of service during a customer's use of the AJCC system and have therefore agreed to the following processes to ensure referrals are made promptly between system partners. The partners are committed to creating a universal referral form. In the coming months, the partners agree to further develop, maintain and modify these processes including documentation/record keeping procedures as necessary.

AJCC Partner Program Information

Each AJCC Partner agrees to prepare a summary of services provided by their agency. This will be prepared in a desk reference format to be agreed to by partners to include, but not limited to, each service followed by a brief description of the service and eligibility requirements.

Staff Cross-Training between AJCC Partners

AJCC Partner staff will be provided desk references and cross-trained in the programs and services as outlined therein and the AJCC system referral process. Staff will further be trained with the foremost indicators of need that would cause a referral.

Referral Process

The AJCC Partners will use various methods of referral, including, but not limited to the following:

1. **Drop-In Referrals** - To ensure high quality customer service, AJCC Partners agree to accept drop-in referrals as able. Each AJCC Partner agrees to designate specific staff member(s) as contact(s) for referrals.
 - Referring partner will complete universal referral form or, if/when technology allows, will complete an online referral.
 - Referring partner will give customer information on services offered by receiving partner and, when it's available, encourage customer to watch brief video of receiving partner orientation.
 - Referring partner will email the universal referral form to the receiving partner as well as give a copy of the referral form to the customer.
 - When the customer arrives for a drop-in visit, during the designated drop-in time, the receiving partner will meet with the customer briefly to welcome them, provide services, and/or schedule a follow-up appointment.
 - Receiving partner will contact the customer within one week of receiving the referral if the customer has not yet visited.
 - Where possible, the referring partner will document in an online system that a referral was made noting to what agency and method of referral.

- Referring partner and the partner receiving the referral will maintain an electronic file and/or log of open referrals to be reviewed regularly to ensure timely follow-up and resolution. Open referrals are dependent on customer choice.
 - Referring partner will close the referral once the customer is engaged in services with the receiving partner agency or if the customer has declined services or has not responded to the referred service within a reasonable amount of time.
 - Where possible, referring partner will document closed referral in an online system noting the outcome of the referral.
2. **By Appointment** - AJCC Partners agree to develop a shared web-based calendar to schedule referral appointments.
- Referring partner will schedule customer for appointment with receiving partner using online centralized calendar and the universal referral form.
 - Referring partner will enter customer name, contact information, and brief summary of the reason for the referral.
 - Referring partner will give customer information on services offered by receiving partner and, when it's available, encourage customer to watch brief video of receiving partner orientation.
 - Referring partner will give customer an appointment card with the date, time, location, receiving partner contact name, and telephone number.
 - Referring partner will email the appointment information and the universal referral form to the receiving partner, as well as give a copy of the referral form to the customer.
 - Where possible, the referring partner staff will document in an online system that a referral was made noting to what agency and method of referral.
 - Referring partner and the partner receiving the referral will maintain an electronic file and/or log of open referrals to be reviewed regularly to ensure timely follow-up and resolution. Open referrals are dependent on customer choice.
 - Referring partner will close the referral once the customer is engaged in services with the receiving partner agency or if the customer has declined services or has not responded to the referred service within a reasonable amount of time.
 - Where possible, referring partner will document closed referral in an online system noting the outcome of the referral.
3. **By Email or Instant Message** - When it is not possible to schedule appointments, referrals will be made via email or instant messaging.
- Referring partner will send an email or instant message to inform the receiving partner of the customer referral.
 - The email will include the reason for referral and the universal referral form.
 - Instant message will include the reason for referral, customer name, telephone number and/or email address.
 - The email or instant message will never contain personal identifying information such as Social Security Number, date of birth, home address, medical information or other information protected by the Health Insurance Portability and Accountability Act (HIPAA).

- Where possible, the referring partner staff will document in an online system that a referral was made noting to what agency and method of referral.
- Referring partner and the partner receiving the referral will maintain an electronic file and/or log of open referrals to be reviewed regularly to ensure timely follow-up and resolution. Open referrals are dependent on customer choice.
- Referring partner will close the referral once the customer is engaged in services with the receiving partner agency or if the customer has declined services or has not responded to the referred service within a reasonable amount of time.
- Where possible, referring partner will document closed referral in an online system noting the outcome of the referral.